



**Rob McKenna**

## **ATTORNEY GENERAL OF WASHINGTON**

Consumer Protection Division

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### **Manufactured Housing Dispute Resolution Program 2009 3<sup>rd</sup> Quarter Statistics**

#### **Complaints filed June 1, 2009 to September 30, 2009**

		<b><u>YTD</u></b>
Complaints filed by tenants	<b>145</b>	<b>272</b>
Anonymous complaints by tenants (no action taken)	<b>2</b>	<b>21</b>
Complaints filed by landlords	<b>5</b>	<b>14</b>

#### **Complaint closures June 1, 2009 to September 30, 2009**

Negotiation Phase case outcomes	<b>129</b>	<b>285</b>
Issue resolve with MHLTA compliance	86	190
Appears no MHLTA violation & no further Investigation necessary	3	14
Issue outside jurisdiction	22	43
Complainants withdrew or Respondents did not respond & no further Investigation necessary	11	19
Assigned to Investigation Phase	7	19
Formal Investigation Phase case outcomes	<b>5</b>	<b>31</b>
Notice of Violation filed	1	7
Notice of Non-Violation filed	3	10
Notice of Non-Violation with Voluntary Compliance	0	3
Settlement Agreement in Lieu of Violation	1	6
Settlement Agreement in Lieu of Non-Violation	0	4
Notice of Deactivation filed – Complainant disengaged	0	0
Office Administrative Hearings appeal outcomes	<b>2</b>	<b>4</b>
AAG position upheld	1	2
AAG position denied	1	1
Settlement Agreement prior to hearing	0	1
Enforcement action taken	<b>0</b>	<b>5</b>
Notice of Non-Compliance	0	2
Notice of Fine	0	2
Fine waiver – Compliance met	0	1

#### **Other Constituent contacts**

First time telephone inquiries	<b>426</b>	<b>826</b>
Email inquiries	<b>34</b>	<b>79</b>
Requests for information to be sent by mail (since 3/18/09)	<b>210</b>	<b>395</b>